

FAQ | BISCAYNE AT CITYVIEW RESIDENTS

1. How long does the process take?

Every property is different. Your assigned specialist will keep you updated on your property's timeline. The City will have 12-18 months to move out all tenants from the property.

2. Can I relocate outside of the Houston area?

You may relocate to a new dwelling within a 50-mile radius of the property.

3. What can the moving assistance provided be used for?

Your Notice of Eligibility will clearly state your individual maximum benefit amount. This amount is calculated to cover the designated 42-month period.

4. When can we submit documentation for the program?

Appointments for the intake process will begin 30 days from the date of the informative meeting.

5. Should I notify the City if my lease is up prior to my intake appointment?

Tenants should update the city and the leasing office, provide a proper move-out notice, a forwarding address, and complete the Case Management Form.

6. Will someone be on-site from the City?

A Relocation Specialist will be on-site starting the first week in February to answer additional questions and accept program documentation from eligible families.

7. Will there be a sign-in sheet to schedule an appointment or walk-ins are welcomed?

Walk-ins are welcomed but we encourage everyone to RSVP with the office for a time slot to provide program documentation.

8. Will I have an assigned Relocation Specialist?

Tenants will have access to reach out to the City and speak with any available Relocation Specialist for assistance.

9. Will I be eligible for assistance if I have a balance?

Tenants must clear all balances prior to move out and provide proof to the Relocation Specialist.

10. Does the City have to inspect my unit before I move in?

Inspections must be performed by the City or leasing office with a Relocation Specialist present prior to moving into the new unit.

11. Will we received notice from the City on our expected move out date?

All tenants will receive a 90-day and 30-day notice with the expected move out date.

12. If my lease is expiring soon, do I need to renew my lease?

The city will not be renewing any leases. All leases will roll over month-to-month. However, tenants must be actively looking for a replacement unit.

13. Will the City cover my deposit or utility fees for the new unit?

Tenants must be able to qualify for the new unit and cover all expenses prior to issuance of eligible moving and replacement housing payments.